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Comptroller of the Currency  
Administrator of National Banks

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Washington, DC 20219

<Date>

**<Survey Letter for all except Branch & Relocation>**

<Name>

<Bank>

<Address>

Re: <Filing Type, description, and CAIS Control Number: >

Dear <Title, Name>:

Today, we sent you our decision for the subject application. To provide better and more efficient services, we would appreciate your opinion of our service in processing your application. Your response may be faxed to (202) 874-5293 or mailed to the Comptroller of the Currency, Licensing Operations, Mail Stop 7-13, 250 E Street, S.W., Washington, DC 20219-0001.

We request that you rate the quality of our service by circling a response in the following areas:

1 = Outstanding; 2 = Good; 3 = Satisfactory; 4 = Fair; 5 = Poor    Not Rated (NR)
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1	2	3	4	5	NR	Subject knowledge of the primary Licensing contact person.
1	2	3	4	5	NR	Professionalism and courtesy of the Licensing staff.
1	2	3	4	5	NR	Timeliness of our decision.
1	2	3	4	5	NR	Quality of written guidance (for example, handouts, <i>Comptroller's Licensing Manual</i> , Internet Web site).
1	2	3	4	5	NR	Overall rating for our handling of your application.

Are you aware of the OCC's new e-Corp electronic application filing system?

Yes \_\_\_\_

No \_\_\_\_

If no, would you like additional information?

Yes \_\_\_\_

No \_\_\_\_

Your additional comments may help improve the quality of our licensing services, especially if your rating in any area is other than 1 or 2. Comment below or attach an additional sheet:

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If you have other comments or questions, contact Licensing Operations in Washington at (202) 874-5060.

Sincerely,

< name >  
Senior Licensing Analyst